Are you ready for URAC’s Mail Service Pharmacy Accreditation?

Processes to maintain medication temperature and integrity during shipping have been implemented and tested.

**VERIFY** your packing products and shipping methods have been tested for all temperature ranges in all seasons and you have a plan to periodically monitor these processes.

**Performance metrics for dispensing accuracy, distribution accuracy, and adherence are tracked.**

**REVIEW** Quality Management Committee meeting minutes to ensure documentation of monitoring these performance metrics and implementation of quality improvement when needed.

**Inventory management procedures ensure stability of products and employee safety.**

**CONFIRM** all drug storage areas have continuous temperature monitoring; hazardous materials are stored, handled and disposed of appropriately.

**Inventory management procedures ensure stability of products and employee safety.**

**VERIFY** your packing products and shipping methods have been tested for all temperature ranges in all seasons and you have a plan to periodically monitor these processes.

**Processes to maintain medication temperature and integrity during shipping have been implemented and tested.**

**CHECK** your monthly and quarterly telephone metric reports to make sure you are meeting URAC’s Average Abandonment Rate (5% or less) and Average Speed of Answer (80% of calls within 30 seconds) thresholds.

**Telephone performance metrics are monitored.**

**Clinical inquiries are handled 24/7.**

**AFFIRM** you have processes in place to answer clinical questions 24 hours a day 7 days a week.

**Verification of licensure or certification for clinical staff is documented.**

**REVIEW** personnel records to ensure all staff whose job description requires a licensure or certification have evidence of primary source verification of the required credential.

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**Your organization’s Business Continuity Plan is in place and tested at least every two years.**

**ENSURE** you have a documented plan to address all systems and processes to minimize patient impact in an emergency.

For more information, please contact businessdevelopment@urac.org or 202-216-9413